

Experience Cloud Sites and Users

Internal, External and Guest Users in Salesforce

The 5 Experience Cloud License Tiers

| | |
|--------------------------------|---|
| External Apps | B2C, Customer Portal, peer-to-peer forums; 1K's or 1M's of users |
| Partner Community | B2B commerce; Salesforce object access; Partner relationship management, Broker portals, dealer sites |
| Customer Community | B2C, Customer Portal, peer-to-peer forums; 1K's or 1M's of users |
| Customer Community Plus | Customer Community + B2B & B2C use cases w/ no sales center; Full sharing, reports & dashboards |
| Channel Accounts | Same as Partner Community, but packaged differently based on number of partners instead of number of individual users |

NOTE

Site users must be associated with an account

Account Types

| | |
|--------------------------|---------------------|
| Person Accounts | A site user |
| Business Accounts | Represent companies |

NOTE

- Person accounts only work with External Apps, Customer Community & Customer Community Plus licenses.
- Many site users can be associated with one business account.

How an Experience Site Lives in an Org Recap

- You purchased community licenses
- Created users using accounts
- You have one or multiple sites in your org
- Associate users as members of a site

NOTE

- The same user can be a member of multiple sites.
- A site can have different users with different license types associated to it.

Create Site User with Person or Business Accounts

Convert the partner's account to a Partner Account → `Enable Partner Account` action in account details screen.

Create a contact in the account → `Enable Partner User` action from a contact record associated with the account.

Convert the contact into a site user → `Assign Partner Community license` and `Partner Community User profile` to the user in the New User screen after the `Enable Partner User` action.

How an Experience Site Lives in an Org Example

- You purchased 10K Customer Community licenses for your support community
- You purchased 500 Partner Community licenses for your reseller site
- You created 1K customer users via accounts and made them members of the support community
- You created 250 partner users via accounts and made them members of the partner reseller site
- You also added those same 250 partner users to the support community so they can support your customers



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Not published yet.
 Last updated 24th December, 2022.
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